

Lesson Objectives

TRICARE Prime Remote

After this lesson, you should be able to:

- Identify which beneficiaries are eligible for TRICARE Prime Remote (TPR)
- Recall the role of the primary care manager
- Identify the types of care the beneficiary can receive under TPR

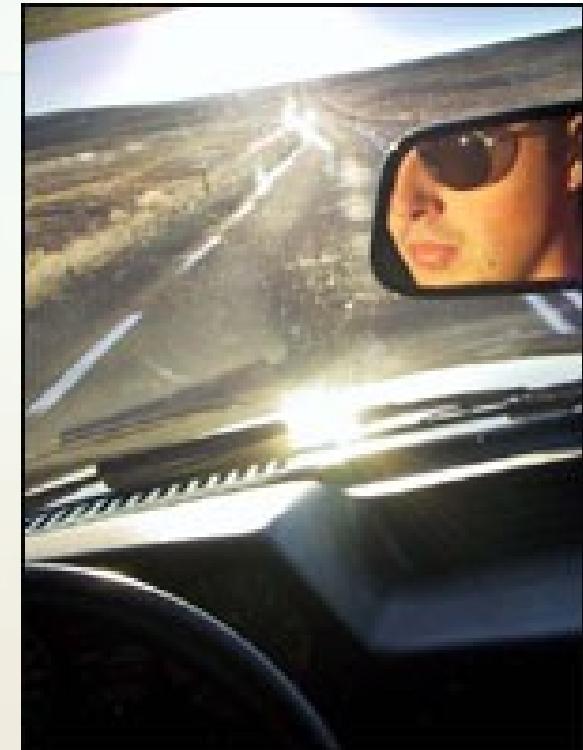


What Is TRICARE Prime Remote?

TRICARE Prime Remote (TPR) extends TRICARE Prime benefits to those active duty or active duty family members on remote assignments, typically live and work more than 50 or one hour drive time from the nearest military treatment facility.

It allows beneficiaries to go to a health care provider close to where they live, but at the same cost as if they had enrolled in TRICARE Prime at a local military treatment facility.

TPR is only offered in the 50 United States and requires enrollment before beneficiaries can take advantage of TRICARE Prime benefits.



Eligibility for TRICARE Prime Remote

If a sponsor lives and works more than 50 miles or one hour's drive from a military treatment facility, he or she is eligible to participate in TRICARE Prime Remote. This makes getting healthcare possible without driving to the nearest military treatment facility.

Each type of beneficiary must meet additional qualifications as well:

- **Active Duty Service Members**
- **Active Duty Family Members**
- **Reserve Component Members**
- **Reserve Component Family Members**



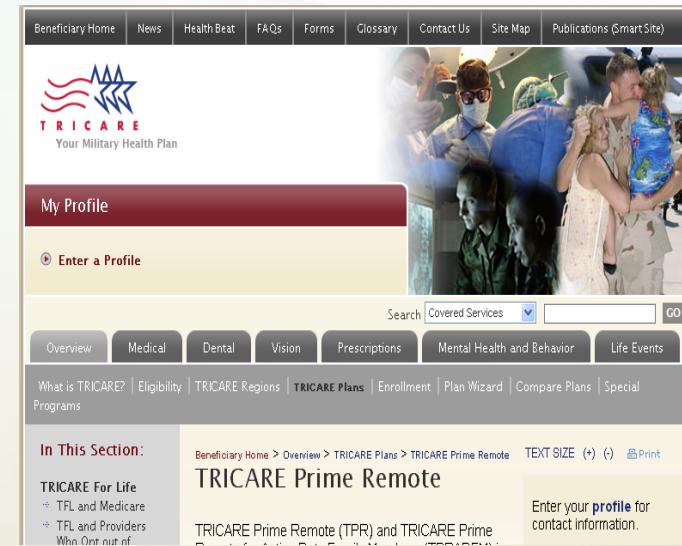
Active Duty Service Members

Active duty service members must enroll in TRICARE Prime Remote if:

- They are under full-time orders with a permanent duty assignment and
- Live and work more in TRICARE Prime Remote (TPR)-designated ZIP codes, typically more than 50 miles or one hour's drive time from a military treatment facility

To determine if an Active duty service member is eligible, they can enter their home and work ZIP codes into the TPR Zip Code Look Up Tool at
http://www.tricare.mil/tpr/default_zip.cfm

- Sometimes, a member may live within 50 miles of a military treatment facility, but geographic boundaries may make it difficult to reach the facility.
- In these cases, the beneficiary can request a waiver through their unit commander to their TRICARE Regional Office.



The screenshot shows the TRICARE website homepage. At the top, there is a navigation bar with links: Beneficiary Home, News, Health Beat, FAQs, Forms, Glossary, Contact Us, Site Map, and Publications (SmartSite). Below the navigation bar is the TRICARE logo with the tagline "Your Military Health Plan". A banner image shows several military personnel in medical settings. The main content area has a red header bar with the text "My Profile". Below this, there is a search bar with the placeholder "Enter a Profile" and a "Search" button. A dropdown menu for "Covered Services" is open. Below the search bar are several tabs: Overview, Medical, Dental, Vision, Prescriptions, Mental Health and Behavior, and Life Events. At the bottom of the page, there is a footer with links: What is TRICARE?, Eligibility, TRICARE Regions, TRICARE Plans, Enrollment, Plan Wizard, Compare Plans, and Special Programs. There is also a "In This Section:" sidebar with links to TRICARE For Life, TFL and Medicare, and TFL and Providers Who Don't Participate. On the right side, there are links for Beneficiary Home, Overview, TRICARE Plans, TRICARE Prime Remote, and a "Print" link. A "TEXT SIZE" button and a "Enter your profile for contact information." input field are also present.



Active Duty Family Members

Active duty family members must reside with their TRICARE Prime Remote-enrolled sponsor in a TPR-eligible location to be eligible for TRICARE Prime Remote for Active Duty Family Members (TPRADFM).

- To verify this eligibility, the residential address in DEERS for the sponsor and their family members must be the same.
- College students, who do not reside with their sponsor but live in a TPR zip code, are ineligible for TPRADFM and must use either the TRICARE Standard or Extra options.

If the active duty service member later receives an **unaccompanied** permanent change of assignment after the TPR assignment, family members enrolled in TPRADFM may remain in TPRADFM (since the family members are not authorized to accompany the sponsor) **if the family continues to reside in the same TPRADFM location.**



Reserve Component Members

Eligible National Guard and Reserve members, permanently assigned, who live and work more than 50 miles or one hour's drive time from a military treatment facility must enroll in TPR.

If a member is denied eligibility based on their ZIP code, but they either live and work more than 50 miles from a military treatment facility or they live within 50 miles of a military treatment facility, but geographic boundaries make it difficult to reach the facility, the member can request a waiver through their unit commander to their TRICARE Regional Office.



Reserve Component Family Members

If eligible family members don't enroll in TRICARE Prime Remote for Active Duty Family Members (TPRADFM), they will be covered under TRICARE Standard or Extra.

For eligible National Guard or Reserve family members to enroll in TPRADFM, they must:

- Have a sponsor who is activated or mobilized for more than 30 consecutive days (not permanently assigned);
 - NOTE: The sponsor **does not** have to enroll in TRICARE Prime Remote for family members to enroll in TRICARE Prime Remote for Active Duty Family Members.
- Reside with the sponsor upon activation or on the effective date of the orders, before the Service member leaves for their home station, mobilization site, or deployment location (verified by DEERS address information).



TRICARE Prime Remote for Active Duty Family Members, continued:

- Continue to reside to the location where they are enrolled.
 - Families may remain in TRICARE Prime Remote for Active Duty Family Members (TPRADFM) for the sponsor's active duty period, even if the follow-on assignment, enrollment location (whether or not enrolled), or residence of the Guard or Reserve member changes, as long as the family members don't move.
- If the eligible National Guard or Reserve family moves from the TPRADFM location where they were enrolled, they will lose TPRADFM coverage and will be covered under TRICARE Standard, TRICARE Extra, or may enroll in TRICARE Prime (where available).



Enrollment

If a beneficiary is eligible for TRICARE Prime Remote/TRICARE Prime Remote for Active Duty Family Members (TPRADFM), the next step is enrollment:

- Active duty member enrollment in TRICARE Prime Remote is effect the date the member signs the enrollment application
- For TPRADFM eligible family members, enrollment is based on the date the contractor receives the signed enrollment application:
 - If received between the first and the twentieth of the month, TPRADFM benefits begin on the first of the following month (e.g. if received 10 Feb, benefits begin 1 March).
 - If received between the twentieth and the end of the month, benefits start the first day of the subsequent month (if received 27 Feb, benefits start 1 April).

Beneficiaries can download an enrollment application from the **<http://www.tricare.mil/mybenefit/Forms.do>** or request one from their regional managed care support contractor.

They must complete and submit an enrollment form to the regional contractor via mail or fax number – the mailing address is on the application.



Provider Types

- If there are network providers available in the local area, TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family members (TPRADFM), beneficiaries must enroll to a network Primary Care Manager.
- If there are no network providers in the local area, TPR/TPRADFMs must use a TRICARE authorized provider.
 - Provider classifications are the same for TPR/TPRADFM as for TRICARE Prime: Authorized, Network, Non-Network, Participating, and Non-participating.
- Check the TRICARE Web site-www.tricare.mil-for more information.
- To find a TRICARE Prime Remote provider go to <http://www.tricare.mil/mybenefit/home/Medical/FindingAPRovider> or contact your regional managed care support contractor.



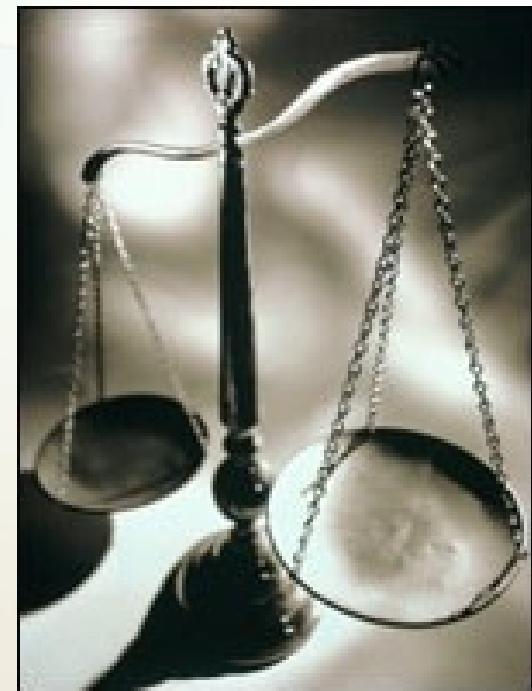
Benefits

Like TRICARE Prime, TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM) provides:

Preventive Care: TPR and TPRADFM offer a comprehensive array of preventive benefits, including immunizations and important screening tests.

No Out-of-Pocket Expenses: TPR and TPRADFM enrollees have no out-of-pocket expenses **as long as** enrollees:

- Follow TRICARE program requirements about seeking care, coordinate referrals and authorizations
- Use TRICARE network or authorized providers.



Access Standards

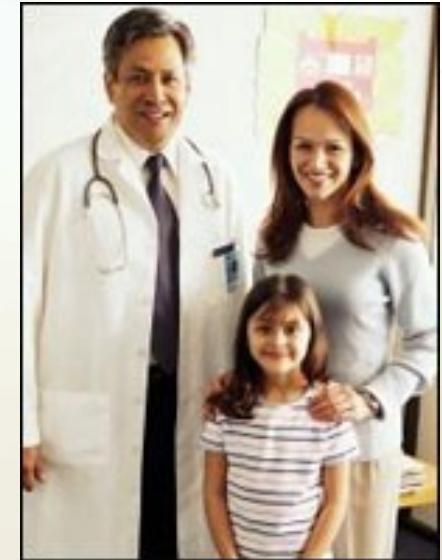
TRICARE Prime Remote/TRICARE Prime Remote for Active Duty Family members, maintains TRICARE Prime access standards - how long it takes to see a provider based on the type of care being sought.

	Urgent Care	Routine Care	Referred/ Specialty Care	Wellness/ Preventive Care
Appointment wait time	Within 24 hours	Within 7 calendar days	Within 4 weeks	Within 4 weeks
Drive Time	Within 30 minutes from home	Within 30 minutes from home	Within 60 minutes from home	Within 30 minutes from home
Wait time in office	Not to exceed 30 minutes for non-emergency situations			

Selecting a Primary Care Manager (PCM)

- A Primary Care Manager (PCM) provides preventive services and care for routine illnesses or injuries and manages referrals to specialists or hospitals (when needed).
 - The PCM must be within 30 minutes of the beneficiary's home and is used whenever non-emergency care is needed.
 - If the PCM thinks specialty care is needed, the PCM must refer the beneficiary for specialty care and the regional contractor authorizes the care (active duty authorization is coordinated through the Military Medical Support Office).
- If a beneficiary lives where there are TRICARE network providers, then he or she must select a PCM within the TRICARE network.
 - If the beneficiary does not select a PCM when he or she enrolls, the contractor will assign one at the time of enrollment.
 - A TPR/TPRADFM enrollee may change a PCM at any time, provided the new PCM is accepting new patients.
 - If enrolled to a network PCM, enrollees must complete a *TRICARE Prime Enrollment and PCM Change Form* with the new PCM's name and address.

If no network provider is available, the enrollee is free to choose any TRICARE authorized provider.



Specialty Care Referrals

- If a beneficiary needs to see a specialist, like a dermatologist or podiatrist, he or she must make sure that his/her PCM submits a referral to the regional contractor for authorization.
- The specialist should be within an hour of the beneficiary's home. In some exceptional cases, a beneficiary's travel expenses may be reimbursed.
- Beneficiaries need to understand that it is crucial for them to use authorized providers and ensure they have the authorization to seek specialty care. Misusing the system could mean the beneficiary will be held liable for all of the charges.



Reimbursement of Travel Expenses

The Prime Travel Benefit

Those enrolled in TRICARE TRICARE Prime Remote and TRICARE Prime Remote for Active Duty Family Members, within the 48 contiguous states, may be entitled to reimbursement of certain travel expenses if referred for specialty care more than 100 miles from the primary care manager's address.

Reasonable travel expenses are actual beneficiary out-of-pocket costs to travel to a specialty provider—not in an emergency status.

Reasonable expenses include:

- Meals
- Gas
- Tolls
- Parking
- Tickets for public transportation



The Process

BEFORE requesting reimbursement, beneficiaries must:

- Have a valid referral and justification from their Primary Care manager - to justify travel and, if needed, a non-medical attendant.
- Beneficiaries should contact their TRICARE Regional Office to see if they are eligible for the travel benefit.
- Obtain official travel orders prior to traveling.:
 - If active duty - from their unit
 - If a family member - from the TRICARE Regional Office (TRO) Point of Contact
- Make travel arrangements, unless the TRO point of contract arranges for government travel.
- Coordinate lodging arrangements.



Travel Benefit Eligibility

WHEN seeking reimbursement:

- Itemize expenses on a SF 1164 (travel voucher) upon completion of travel;
 - Receipts are required for all expenses above \$75
 - Provide actual gas receipts for reimbursement.
- The TRICARE Prime Remote/TRICARE Prime Remote for Active Duty Family Members Prime Travel Benefit entitlement does not apply to expenses incurred by active duty service members, active duty family members residing with their sponsors overseas, or travel costs of beneficiaries referred under Department of Defense specialized treatment programs, which are reimbursed by other travel entitlements.



Specialty Care for TPR

- The regional contractor coordinates active duty TRICARE Prime Remote (TPR) specialty care referrals through the Military Medical Support Office **Service Point-Of-Contact (SPOC)** to determine if the specialty care must be received from a military provider for a "Fitness for Duty" determination.
 - Questions for the SPOC call MMSO Customer Service:
888-MHS-MMSO / (888) 647-6676

Written inquiries should be addressed to the appropriate address listed on the MMSO Web site:

<http://www.tricare.mil/MMSO/contacts.cfm>

General questions may be addressed to:

**Military Medical Support Office (MMSO)
P.O. Box 886999
Great Lakes, IL 60088-6999**

- Specialty care referrals for TRICARE Prime Remote for Active Duty Family Member enrollees are managed by the regional contractor, there is no coordination with the SPOC.



Department of Veterans Affairs (VA) Health Care Facilities

VA health facilities are associated with, but different from, most of the TRICARE providers. Many VA health care facilities participate as regional TRICARE networks, but they may or may not provide primary and specialty care for active duty service members and their family members.

Beneficiaries should contact their TRICARE Regional Office or nearest VA to find out if a participating VA facility can provide care to them as a TRICARE eligible beneficiary.



Summary

**Congratulations, you've
finished
TRICARE Prime Remote!**

You should now be able to:

- Identify which beneficiaries are eligible for TRICARE Prime Remote or TRICARE Prime Remote for Active Duty Family Members
- Recall the role of the primary care manager
- Identify the types of care the beneficiary can receive under TPR

